

DOC personnel can monitor specific inmate calls audibly. Through our call records package it is possible real time to choose a live call and view which number has been dialed.

Bell Atlantic Response (Schlumberger): LazerVoice® will allow DOC personnel to monitor inmate calls by telephone number in "real time". DOC personnel will be capable of monitoring inmate calls in "real time" by specific telephone number as entered by DOC personnel. When an inmate dials an "alert telephone number" the system will notify DOC personnel in one of two methods. The first method is by the DOC personnel having entered up to 3 notification numbers associated with this alert telephone number. The system will attempt to contact each of the 3 notification numbers and, if answered, provide a one way conference into the call. The second method is by a visual alert at the workstation. An officer at the workstation will then point and click on the phone dialing the alert telephone number. This will provide live monitoring of the call. LazerVoice system allows for live monitoring both locally, within a single DOC site, or remotely, from the DOC Headquarters to any DOC site.

- 5.2.63 It is desirable that the proposed recording system of the Inmate Calling System provide a form of speech or word recognition that would alert DOC personnel when certain words or phrases were used by an inmate during an outgoing call.

Bell Atlantic Response (Dictaphone): Dictaphone does not comply.

Bell Atlantic Response (Schlumberger): The LazerVoice® recording and monitoring system includes a Key Word Search feature. LazerVoice® has the unique ability to search call records for user designated key words such as drug lingo and escape conversations, to allow law enforcement personnel to quickly search all inmate conversations for any key words. This feature is not only an invaluable investigative tool, it also assists in the prevention of drug smuggling and distribution, inmate escape, and numerous other types of inmate fraud and crime. Key Word Search allows the user to effectively reduce the total number of call files that have to be monitored to locate pertinent conversations. It also has the capability to take the researcher to the location in a conversation where the system determined the word occurred. This greatly reduces the amount of time required to retrieve valuable information. As speech recognition technology improves, development of this system will be updated and uploaded to existing systems.

Others companies may claim that this is an unreliable technology. These are usually the very same companies that are still using DAT tape or other tape devices as their storage medium, an old and proven unreliable technology. Schlumberger is a technology leader that defines the path to newer technologies of storage and voice recognition. Slang and euphemisms are hardly a deterrent to speech recognition. Our experience shows that investigators are very aware of

inmate slang usage. Computing power and voice recognition engines are rapidly improving providing not only an effective, but a very advantageous tool of key word recognition.

- 5.2.64 The Bidder must retain ownership of the proposed recording equipment for the duration of this contract. All responsibility for maintenance and upgrades must be provided by the Bidder at no cost to the DOC.

Bell Atlantic Response (Dictaphone): Bell Atlantic will retain ownership of the recording equipment for the duration of this contract. Maintenance and upgrade costs are included in our proposal.

Bell Atlantic Response (Schlumberger): Bell Atlantic will retain ownership of the recording equipment for the duration of this contract. Schlumberger, the manufacturer of LazerVoice®, will provide all system upgrades for the life of the contract at no cost to the DOC. All such upgrades for the DOC's systems will be performed automatically when LazerVoice® software is upgraded by our Engineers. The DOC will experience minimal, if any, interruption to existing recording operations while the systems are being upgraded.

- 5.2.65 It is desirable that access to recorded telephone calls be provided to remote or on-site PC access for retention of certain recordings or for digital playback at a future time.

Bell Atlantic Response (Dictaphone): Access to recorded telephone calls will be provided for remote or on-site PC access for retention of certain recordings or for digital playback at a future time.

Bell Atlantic Response (Schlumberger): Using LazerVoice®, DOC personnel will be able to access recorded calls either on-site or from a remote DOC location.

- 5.2.66 The proposed recording equipment/system must allow for the live monitoring of inmate calls in progress from remote sites within the DOC facility other than the actual room housing the actual recording equipment/system. The Bidder must describe, in its response, how this function is provided with the proposed system. The DOC will implement this function at its discretion.

Bell Atlantic Response (Dictaphone): Using Dictaphone's Prolog Software, DOC personnel may access live calls via our PC interface in remote sites throughout the facility. The feature will provide a fully networked solution. In addition, it is possible to scale the system to accommodate the DOC's growth.

Bell Atlantic Response (Schlumberger): The LazerVoice® system does not require that the system workstation be located in the room with the actual recording equipment/system in order to monitor live inmate calls. The LazerVoice® system includes a modular workstation which communicates with a Central Data Processing Center. This workstation is equipped with a monitor and keyboard

for ease of viewing of call records. LazerVoice® operates in a user friendly "point and click" Windows software environment which allows complete user control over adding or removing recorded phone numbers, search and viewing of call records, and instantaneous play back of recorded calls.

- 5.2.67 The Bidder must describe, in its response, how the DOC will transfer recorded calls and information to other more portable and readily accessible media (i.e., standard cassette tape, etc.) for use by DOC Investigators.

Bell Atlantic Response (Dictaphone): DOC Investigators may rerecord calls onto standard cassettes by utilizing Dictaphone's rerecord jacks supplied on the front panel of the recorder or from the PC workstation provided.

Bell Atlantic Response (Schlumberger): The LazerVoice® system can interface with a simple portable cassette recording unit for transferring recorded calls to a portable and readily accessible media. LazerVoice® also provides for the transfer of recorded calls to a Zip or Floppy drive (both are provided at each workstation). The recorded calls are transferred with a security envelope (Patent Pending) to insure the correctness of the digital file. This security envelope is used to prove to a technical certainty that the recorded call has not been altered in any manner.

- 5.2.68 The Bidder must describe, in its response, any ability of the bidder to provide recorded information for all DOC inmate calling systems via a Bidder provided "Intranet" application accessible by DOC personnel via password.

Bell Atlantic Response (Dictaphone): Dictaphone's networked Guardian solution has the ability for all DOC personnel to access recordings via our own "Intranet." It is completely password protected with 5 levels of password access.

Bell Atlantic Response (Schlumberger): Using a network, LazerVoice® can provide DOC personnel all recorded information via an "Intranet". Access to this network will require a password.

- 5.2.69 Upon completion of the existing Inmate Calling System contract, the DOC will own the present Dictaphone recording equipment in each site. The DOC is willing to offer the proposing Bidder this equipment as a trade-in against a higher commission schedule, etc. The Bidder must state, in its proposal, what trade in it will offer for the equipment listed in Attachment G of this document.

Bell Atlantic proposes to purchase the existing Dictaphone recording and monitoring equipment for \$35,000. This offer is contingent upon the Commonwealth selecting Dictaphone as their recording provider for the new contract.

5.4 DIRECT DIAL AND COLLECT CALL REQUIREMENTS

The proposed Inmate Calling System and Related Services must provide for inmate use either through direct dial (debit, PIN controlled) operation or collect call only mode. It is the intention of the DOC to implement the system in a collect call only mode for all calling to areas served by the North American Dialing Plan and debit, PIN controlled mode for international calls. Transition to a debit based, PIN controlled mode for all calls may be required during the term of this contract.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team provides for inmate use either through direct dial or collect only mode. Collect only calling will be provided for all areas served by the North American Dialing Plan and debit, PIN controlled calling for international dialing. The Bell Atlantic Team understands that the DOC may require transition to a debit based, PIN controlled mode for all calls may be required during the term of this contract.

Debit Based Mode Requirements

- 5.4.1 The proposed Inmate Calling System shall process direct dial calls only when the system is operating in a debit-based, PIN controlled mode. Direct dial calls must be made through network services provided by the Bidder at no cost to the DOC.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team will process direct dial calls only when the system is operating in a debit-based, PIN controlled mode. Direct dial calls will be made through network services provided by the Bell Atlantic Team at no cost to the DOC.

- 5.4.2 The proposed Inmate Calling System must provide a debit based database capability that tracks an inmate's "telephone usage balance". Such balances shall be maintained by the Inmate Calling System in conjunction with the DOC Inmate Canteen accounts.

Bell Atlantic Response: As the incumbent provider of debit calling, the Inmate Calling System proposed by the Bell Atlantic Team does provide a debit based database that tracks the inmates' telephone usage balance. Balances are maintained by the Inmate Calling System in conjunction with DOC Inmate Canteen accounts.

- 5.4.3 The Bidder shall not bill inmates for direct dial services but will operate in a debit, PIN controlled mode only.

Bell Atlantic Response: The Bell Atlantic Team will not bill inmates for direct dial services but will operate in a debit, PIN controlled mode only.

- 5.4.4 The Inmate Calling System shall confirm that funds are available in the inmate's "telephone usage account" after the telephone number is dialed by the inmate but prior to placing the call. The Bidder must explain, in its response, the options available to

the inmate should his "telephone usage account" be insufficient for the desired call.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team will confirm that funds are available in the inmate's telephone usage account after the telephone number is dialed, but prior to placing the call. Should the inmate's account have insufficient funds to place the call, a recorded announcement will play informing the inmate of this. The call will only be allowed if the inmate has sufficient funds in their account to pay for at least one minute of the call.

- 5.4.5 The DOC requires that the Bidder provide a percentage of all direct dialed calls placed by the inmates as a commission to the DOC when the system operates in debit-based mode.

Bell Atlantic Response: The Bell Atlantic Team will provide a percentage of all direct dialed calls placed by the inmates as a commission to the DOC when the system operates in a debit based mode.

- 5.4.6 The Bidder must propose how it will interface with the DOC, which will collect money for pre-paid telephone service from the inmates, for collection or billing of calls based on the PIN number of the inmate.

Bell Atlantic Response: The DOC has set up an account with each facility to transfer funds from the Inmate's Personal Account to this account. The inmate completes an Inmate International Debit Request Form (located in TAB 23). This form will have the numbers he/she wants to call, along with the amount of funds they would like to transfer into the account. This form is also used to add additional funds and to update their calling lists.

The DOC's treasurer's office will verify the inmate's completed form and fax it to the Bell Atlantic Team via the toll free fax line with the first copy of the forms. The National Service Center (NSC) will enter the information into the Debit System account file. The on-site Service Administrator will receive the forms and enter the information into the inmate's PIN list in the Inmate Calling System. The Debit System will debit the calls during the month and billing will be sent to the DOC's main office in Boston.

- 5.4.7 The Bidder must describe, in its response, how it intends to operate in debit-based mode and provide a percentage commission to the DOC for these inmate calls.

The current International Debit system in place allows inmates to dial international phone numbers directly and to prepay (debit) for the calls from a "commissary" type account using an integrated solution. The process works as follows:

- DOC personnel will indicate to the Site/Service Administrators which

- inmates can place international calls and to what specific phone numbers.
- The inmates will dial a special access number using the existing, local Inmate Calling System. This access number is in the inmate's local list of authorized phone numbers.
 - The local call is transferred to and authorized by the Inmate Calling System which has the inmate's authorized international phone list and a commissary type account to pay for the call.
 - Once transferred, the inmate enters their PIN and initiates all validation and other entries to place a call. The same PIN used in the Massachusetts facility to place calls will be used for international calls. The destination number entered by the inmate will be validated against the DOC provided list.
 - The system will place the international call as specified by the DOC.
 - The inmate call controls provided by the local Inmate Calling System will also be available on the International Inmate Calling System except that 3-way detection will not be available initially.

Commission payments will be issued every 30 days. The Commission rate is included in TAB 10.

The following figure illustrates the International Debit calling process.

Inmate International Calling Process

1. DOC Authorizes inmates to make international calls to specific numbers.

2. Inmate transfers funds from his/her commissary account to the International Debit Account.

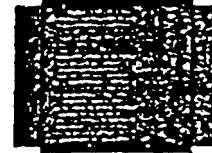
3. Inmate places a call I PIN verified and calls a special access number(e.g. 5555)

4. Recording and Monitoring occurs at the local facility.

5. The International Call is paid for from the inmate's account.

International Debit ICS System
Denver

Local ICS System



- 5.4.8 The Commission Revenue paid to the Commonwealth will be based on Gross Revenue. Gross Revenue is defined as revenue for all accepted calls without exception. The Bidder shall not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Commission Percentage Rate for the DOC.

Bell Atlantic Response: The Bell Atlantic Team understands that commission will be paid to the Commonwealth based on gross revenue for all accepted calls billed to the customer, without exception. The Bell Atlantic Team will not deduct fraudulent, uncollectible or unbillable calls from gross customer billed revenue nor will it add any surcharges to the cost of a call to cover such items.

- 5.4.9 The Bidder must agree, in its proposal, that a check for the commission amount will be sent to the DOC no later than 45 days after the close of the billing month. For example, a commission check for calls made during April will be forwarded to the DOC no later than June 15th.

Bell Atlantic Response: The Bell Atlantic Team agrees that a check for the commission amount will be sent to the DOC no later than 45 days after the close of the billing month.

- 5.4.10 The Bidder must describe, in its response, how refunds to inmates who are being released and still have a balance with the Inmate Calling System will be performed under this per minute billing operation.

Bell Atlantic Response: When an inmate is released or does not wish to use the International Debit System, they complete an International Debit Account Reimbursement Request Form, have it verified by the DOC and mail it to T-NETIX. T-NETIX will issue a check and send it to the inmate at the address on the form. At the end of the month, Accounting, as part of the monthly reconciliation process, will bill the DOC for the commission portion of the reimbursement.

- 5.4.11 The proposed Inmate Calling System must provide for true "answer supervision" for the billing of Direct Dial charges. Billing shall begin when the call is answered by the called party and shall terminate when either the inmate or the called party hang up. The system must allow the DOC to delay initial billing of the call by a pre-determined number of seconds.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team utilizes both network answer supervision and state-of-the-art premise-based answer supervision. International debit calls are ensured true answer supervision by using information from the ISDN network. Domestic debit calls are insured true answer supervision using the Inmate Calling System premise based call supervision. This premise-based method has been utilized and improved over the last twelve years to produce reliable answer supervision and

call termination detection that is equivalent to network signaling.

The Inmate Calling System is capable of delaying billing of the call for a predetermined number of seconds on debit calls, however, positive call acceptance is also an available option for debit calls.

- 5.4.12 Direct Dial charges shall terminate when either the inmate or the called party hang up. The Bidder must describe, in its response, how answer supervision is used to determine call termination.

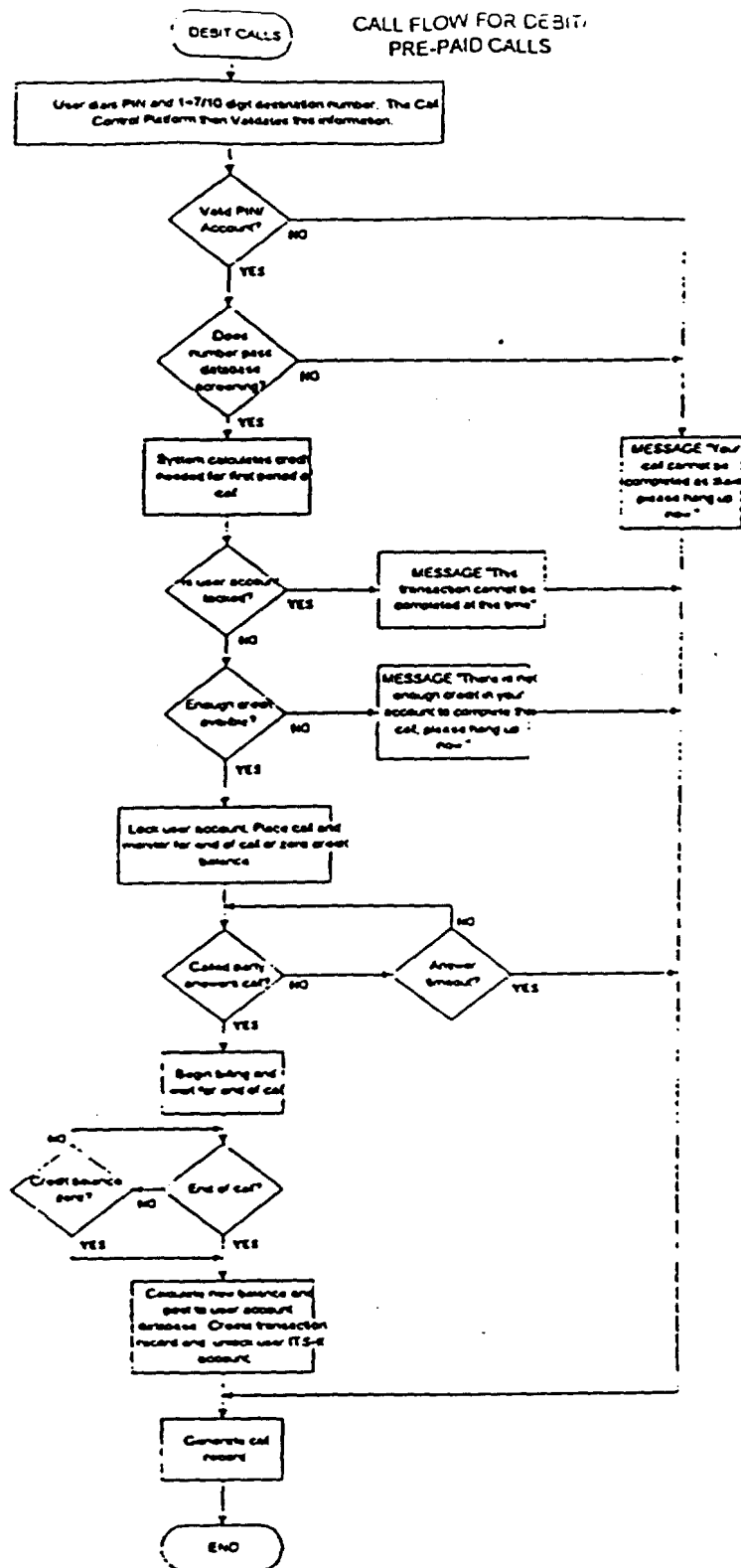
Bell Atlantic Response: Call termination by the inmate is detected directly from the inmate phone when the hookswitch is opened and the station circuit is broken. Call termination by the called party is detected by the answer supervision system using multiple network signals including battery state detection and hookflash detection. The hookflash produced when the called party hangs up is detected using information from the 3-way calling detection algorithms. This detection method produces an distinct response that is used for accurate called party termination.

- 5.4.13 The Bidder must describe, in its response, how the system, when operating in debit-based mode will notify the inmate when the call is being terminated because of lack of adequate funds.

Bell Atlantic Response: A recorded announcement will play informing the inmate that the call is being terminated due to a zero balance in his account. Warning announcements will notify the inmate when he/she has two minutes, one minute and 30 seconds remaining in his account.

DEBIT CALLS

CALL FLOW FOR DEBIT: PRE-PAID CALLS



Collect Call Only Mode

- 5.4.14 The Bidder shall provide the collect call services required in this RFR through the use of an Automated Operator. At no time shall an inmate be connected to a "live" operator.

Bell Atlantic Response: The Bell Atlantic Team's proposed Inmate Calling System operates as a collect call only, Automated Operator System. The system will not allow direct contact with live operators of any kind. The system provides an on-board, multi-lingual, synthesized operator at each inmate telephone controller card. Dialing instructions, error prompts, initial contact with called party, verification of acceptance of charges, and real-time announcement of the inmate's name are resident in each inmate telephone controller module.

- 5.4.15 Deleted in its entirety by Amendment V dated July, 1998.

- 5.4.16 Call acceptance by the called party must be accomplished through caller confirmation (positive acceptance). The Bidder must describe in detail in its proposal how call acceptance occurs.

Bell Atlantic Response: At no time will an inmate have the opportunity to talk with the called party prior to the active acceptance of the call. When the system asks the called party to dial "1" to accept the collect call, it will recognize the precise touch tone or rotary digit "1" and connect the two parties. Dialing digits 2-0 will terminate the call. The Bell Atlantic Team has determined over time that the most secure method of holding the called party accountable for accepting the call is to physically dial the "1". The Bell Atlantic Team does not allow the called party to skip the message using this method, so the Commonwealth knows that whatever branding message programmed will be heard.

- 5.4.17 Collect calls shall not be connected nor shall billing commence until the called party indicates acceptance of the call.

Bell Atlantic Response: Billing will not begin until the called party has positively accepted the call.

- 5.4.18 During the call set up process the Inmate Calling System must provide a pre-recorded announcement identifying that the collect call is coming from a specific inmate at a Massachusetts Correctional Institution and must be heard by the answering party. The announcement must also include: "All telephone calls will be recorded except attorney calls".

The following announcement is presently in place at the DOC. The proposing Bidder must agree to use this exact announcement with the new Inmate Calling System:

"(CARRIER'S NAME) has a collect call from (INMATE NAME) an inmate at (FACILITY). To refuse this call, hang up. If you use three way calling or call waiting, you will be disconnected. All call detail and conversation excluding approved attorney calls, will be recorded. To accept this call, dial '1' now."

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team meets this requirement with its Branding feature, which is a unique announcement which greets the called party with the origin of the call, and the caller's name.

"(CARRIER'S NAME) has a collect call from (PRERECORDED INMATE NAME) an inmate at (FACILITY). To refuse this call, hang up. If you use three way calling or call waiting, you will be disconnected. All call detail and conversation excluding approved attorney calls, will be recorded. To accept this call, dial '1' now."

The DOC's exact message will be used.

- 5.4.19 The Bidder shall assume responsibility for billing called parties receiving collect calls from the Inmate Calling System and for the collecting of payments for these calls.

Bell Atlantic Response: The Bell Atlantic Team assumes full responsibility for billing called parties receiving collect calls from the Inmate Calling System and for the collecting of payments for these calls.

- 5.4.20 The Bidder shall provide a toll free number which will be clearly shown on the called party's bill for assistance in billing matters.

Bell Atlantic Response: Bell Atlantic and AT&T provide toll free numbers on all of their bills in order to assist our customers that have any billing questions.

- 5.4.21 The Bidder shall provide all local, intra-LATA and inter-LATA collect call services at all DOC institutions where the Inmate Calling System is installed. The Bidder shall be responsible for installing and maintaining all telephone circuits necessary to provide the required collect call services.

Bell Atlantic Response: The Bell Atlantic Team will provide all local, intra-LATA and inter-LATA collect call services at all DOC institutions where the Inmate Calling System is installed. The Bell Atlantic Team will be responsible for installing and maintaining all telephone circuits necessary to provide the required collect call services.

- 5.4.22 The proposed Inmate Calling System shall not allow for collect calls to be placed to international locations outside of the North American Dialing Plan area.

Bell Atlantic Response: The Bell Atlantic Team's proposed Inmate Calling System will not allow for collect calls to be placed to international locations outside of the North American Dialing Plan area.

- 5.4.23 The Bidder's rates charged to the called party for collect calls within Massachusetts shall not exceed the Massachusetts Department of Telecommunications and Energy's (DTE) rate cap for residential collect call rates.

Bell Atlantic Response: The Bell Atlantic Team's rates charged to the called party for collect calls within Massachusetts shall not exceed the Massachusetts Department of Telecommunications and Energy's rate cap for residential collect call rates.

- 5.4.24 The Bidder's per call surcharge rates charged to the called party for collect calls within Massachusetts shall not exceed \$1.50. The Bidder must quote in Cost Table 1.0 (amended) in Attachment C of this document, the per call surcharge rate it is proposing under this contract. The Bidder may not change this proposed surcharge during the life of this contract without the written consent of the DOC. Such consent will not be unreasonably withheld by the DOC should business practices or the regulatory environment dictate such a change is warranted. (Per Amendment 1 "Applicable Per Call Surcharge" June 10, 1998)

Bell Atlantic Response: Bell Atlantic understands that the Commonwealth of Massachusetts wishes to keep the cost to the inmates families reasonable. For this reason, the Bell Atlantic Team is proposing to retain the \$0.86 surcharge for collect calls within Massachusetts that we presently charge.

AT&T agrees that the cost of a collect call within the Commonwealth of Massachusetts (413) will not exceed \$1.50.

- 5.4.25 The Bidder's rates charged to the called party for collect calls outside of Massachusetts, regulate by the FCC, shall not exceed the Message Toll rates for collect long distance calls and the service charge for residential Operator Station Collect set by the inter-exchange carrier with the highest yearly domestic long distance toll revenues (currently AT&T).

Bell Atlantic Response: The Bell Atlantic Team's InterLATA subcontractor, AT&T, will continue to charge the Message Toll rates and the service charge for Prison Collect with Controls Service as specified in AT&T's Tariff F.C.C. No. 27, for long distance collect calls outside Massachusetts.

- 5.4.26 The Bidder's per call surcharge rates charged to the called party for collect calls outside of Massachusetts, regulate by the FCC, shall not exceed the service charge for residential Operator Station Collect set by the inter-exchange carrier with the highest yearly domestic long distance toll revenues (currently AT&T).

Bell Atlantic Response: The Bell Atlantic Team's InterLATA subcontractor, AT&T, will charge the service charge for Prison Collect with Control Service as specified in AT&T's Tariff F.C.C No. 27, Applicable to long distance collect calls outside of Massachusetts.

- 5.4.27 The Bidder shall collect all revenue from the called party for collect calls placed by inmates. The Bidder shall provide a percentage of this revenue as a commission fee to the Commonwealth of Massachusetts on a monthly basis. (See Attachment C – Cost Tables.)

Bell Atlantic Response: The Bell Atlantic Team will collect all revenue from the called party for collect calls placed by inmates. The Bell Atlantic Team will provide a percentage of this revenue as a commission fee to the Commonwealth of Massachusetts on a monthly basis. (See Attachment C – Cost Tables.) TAB 10

- 5.4.28 The Commission Revenue paid to the Commonwealth will be based on Gross Revenue. Gross Revenue is defined as revenue for all accepted calls without exception. The Bidder shall not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Commission Percentage Rate for the DOC.

Bell Atlantic Response: The Bell Atlantic Team's Commission paid to the Commonwealth will be based on Gross Revenue. As done in the past, the Bell Atlantic Team will not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Commission Percentage Rate for the DOC.

- 5.4.29 The Bidder must agree, in its proposal, that a check for the commission amount will be sent to the DOC no later than 45 days after the close of the billing month. For example, a commission check for calls made during April will be forwarded to the DOC no later than June 15th.

Bell Atlantic Response: The Bell Atlantic Team agrees that a check for the commission amount will be sent to the DOC no later than 45 days after the close of the billing month.

- 5.4.30 The Bidder must provide, in its response, a list of all countries (outside of the United States) that can be reached via the Inmate Calling System operating in a collect call only mode.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team will not allow collect calls to be placed outside of the United States. This restriction is due to the extreme difficulty in receiving payment for those calls. The Inmate Calling System as it is operated today, and proposed for the future allow international calls to be placed in a debit mode. This debit based call mode

is discussed in detail in requirement 5.4.7

- 5.4.31 Telephone network services provided by the Bidder shall not be capable of being detected by the called party for telephone number identification or Caller ID.

Bell Atlantic Response: The telephone network services provided by Bell Atlantic will not be capable of being detected by the called party for telephone number identification or Caller ID.

- 5.4.32 The Inmate Calling System shall not charge inmates for calls that result in Special Information Tones (SIT), ring/no answer, or busy conditions.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team will not charge inmates for calls that result in SIT, ring/no answer or busy conditions nor will the called party be charged.

- 5.4.33 The Bidder shall provide local exchange service for direct dial (debit-based) and collect only calling use at each DOC institution. The local calling area shall be equivalent to the local calling public pay telephone area at each DOC institution. The Bidder must assure that the proposed Inmate Calling System is capable of identifying a dialed number as local, based on the pay telephone calling area, and correctly rate and route the call.

Bell Atlantic Response: The Bell Atlantic Team will provide local exchange service for direct dial and collect only calling use at each DOC institution. The Inmate Calling System is capable of identifying a dialed number as local, based on the pay telephone calling area, and correctly rate and route the call.

- 5.4.34 The Bidder shall be responsible for installing and maintaining all telephone circuits necessary to provide local exchange, long distance and international calling whether the proposed Inmate calling system operates in direct dial (debit based) or collect only mode.

Bell Atlantic Response: The Bell Atlantic Team will be responsible for installing and maintaining all telephone circuits necessary to provide local exchange, long distance and international calling whether the DOC Inmate Calling System operates in direct dial or collect only mode.

telephone in the facility. When an inmate places an authorized call, the CCP uploads his or her name to the inmate telephone Controller Module, for insertion at the appropriate time during the called party announcement. The activation or deactivation of this feature will be controlled by institution by the DOC and this name feature is available when the system operates in debit-based mode.

- 5.5.9 The Inmate Calling System shall be capable of announcing to the called party how to accept calls. The activation or deactivation of this feature must be controlled by institution by the DOC.

Bell Atlantic Response: As discussed earlier, the branded message that the called party hears at the beginning of the call will instruct them on how to accept the call. Activation or deactivation will be controlled by the institution or DOC.

- 5.5.10 It is desirable that the Inmate Calling System be capable of announcing to the called party the collect call rate, prior to acceptance, when a collect call is placed.

Bell Atlantic Response: The Inmate Calling System proposed by the Bell Atlantic Team is capable of announcing the call rates to the called party. The Bell Atlantic Team can and will announce the rates mutually agreed upon by the DOC and Bell Atlantic on all calls.

- 5.5.11 The system must provide a manner for all debit based calls to be "branded" with the standard DOC message (See Section 5.4.18) as well as the statement that "All calls are Recorded".

Bell Atlantic Response: Message branding will be placed on all debit calls with the standard DOC message, including "All calls are recorded."

Advanced Security Access

Six security levels have been included in the new system to provide access control for system features and system configuration. Security profiles can be built for each user to specify the user's access rights including selective menu and feature access. For example, a Level One user may have access to all system features including the ability to setup facility and security access, whereas a Level Two may have access to all system features except security access. Once the security profiles are created, they can then be assigned to one of the six security access levels.

High-Reliability LAN Connectivity

The enhanced system supports an improved level of LAN compatibility between system modules that allows better application error-correction and overall data integrity. This improved connectivity is a result of using the latest versions of the NT operating system and new software tools that have been recently introduced.

'Point and Click' System Control

The new Graphical User Interface that is supplied with the system provides standard GUI techniques for inputting and selecting data. All system functions may be accessed using Windows type 'point and click' techniques utilizing a standard mouse-pointing device.

Advanced Caller Alerts

Alerts may be assigned to PNs or destination numbers to inform investigators of certain events. The alerts can be programmed to inform only authorized personnel as specified in the user security profiles. Alerts can be programmed to provide visual indications on system user terminals, audible alerts, or remote alerts using email or pager facilities.

WAN Connectivity

Wan capability has been increased in the new design to include true TCP/IP connections throughout the network. This enables improved data handling between sites and the central locations, advanced site diagnostics, and easier remote control of systems.

Enhanced Remote Diagnostics

A host of new diagnostic parameters are available in the enhanced platform. These include the accumulation of additional metrics and statistical analysis of metrics to provide quick detection of system abnormalities or suspicious trends. In addition to these new diagnostics, the entire system is SNMP message protocol capable for sending alarms to our service center. The SNMP system is currently in the planning stages of deployment.

This capability will provide compatibility with local system and remote network

management applications that continuously monitor each enhanced platform. When a suspected problem is detected, the SNMP message would be routed via the WAN to the T-NETEX National Service Center where service personnel would be alerted. These customer service analysts can assess the nature of the problem and execute the proper response including remote access to the site for additional information or dispatching service technicians if required.

Multi-user workstation capability

The enhanced platform includes multi-user capability to enable system administrators or authorized institution personnel to input data and configure the system from one or more workstations. This improves system access when remote terminals are required within the institution.

User Profile Information and Access

The GUI for the inmate profile data is a Windows implementation interface that includes many new fields and features that allow administrators to capture additional inmate information and institute the new system features. Please see the sample screens on the following 2 pages.

Inmate Profile Detail Screen

Inmate Control System
_ _ _

Inmate Special Number Phone Control Reports Utilities Window Exit Help
_ _ _

Inmate Information
_ _ _

Last name	First name	Middle name	Register number
SCHOPP	AL	A	1111111

General Info

Contact List

Call Detail

Facility code	Sex	Status code	Living unit	Active numbers
	M			
Language		Activation date	Account balance	Class of service
US ENGLISH				WEEKDAYS
Alert	Voice status	Arrival date	<input type="checkbox"/> Active account <input checked="" type="checkbox"/> Personal privilege override <input type="checkbox"/> Special number database	
T-NETXALERT		04/07/1998 6.3		
Suspension		Comments		
Start date	Days	End date	CALL TO VENDOR	
Created By		Date created	Modified By	Date modified
			Application User	

Inmate Profile Selection Screen

Inmate Control System
_ _ _ X

Inmate Special Numbers Phone Control Reports UnMiles Window Exit Help
_ _ _ _ _

Inmate List
_ _ _ X

Inmate Selection

☐ Register number

☐ PAC

☐ Lastname

Status

☐ Active

☐ Inactive

☐ Both

Register number

PAC

Last name

Last Name	First Name	Middle Name	Register Number	Last Call	Last Collect Call Attempt
<input checked="" type="checkbox"/> GEORGINA	JEREMY	J	11110010		
<input type="checkbox"/> BLANFORD	JOHN	O	11110011		
<input type="checkbox"/> RATH	EUGENE	J	11110012		
<input type="checkbox"/> SMILJE	MATTHEW	C	11110013		
<input type="checkbox"/> MARCOU	RANDY	Y	11110014		
<input type="checkbox"/> VILLA	MICHAEL	R	11110015		
<input type="checkbox"/> RULE	CLAUDE	K	11110016		
<input type="checkbox"/> MERCHEN	CRAIG	G	11110017		

☒ New PAC
 ☐ List All

Expanded Call Detail Records

Call Detail Records provide the core data elements that are needed to manage the system and the user base. The new platform generates an enhanced CDR data set that provides all of the information that is required for complete data management. This data set includes:

- Facility code
- User register number
- User Personal Identification Number
- Debit/Collect flag
- Destination number
- Source number
- Outbound trunk identification
- Call duration
- Offhook time
- Call connect time (answered)
- Call accept time
- Call terminate time
- Charge
- Call type (legal, free, etc.)
- Validation return code
- LIDB return code
- Reason for termination
- Recorder channel ID
- Alert flags
- Person to person flag
- Three-way detect flag
- Accept type (DTMF, rotary, other)
- Extra dialed digits

Call Record Format

Call record detail in the enhanced platform no longer requires any type of formatting for viewing or reporting. This allows instantaneous viewing of call records after the call has been terminated and greatly increases the speed of call detail report generation.

Class of Service Feature Grouping

This new feature allows system administrators to group specific feature characteristics together and assign a name to that feature set to create a 'class of service'. This provides the capability to assign a 'class of service' to a system entity such as a destination number, inmate, group of inmates, phone, group of phones, or facility. The 'class of service' feature reduces administration time by freeing administrators of inputting specific features for each entity, they simply assign a 'class of service' to the entity that includes all of the

desired feature characteristics.

Real-time Debiting of User Accounts

Debit system accounts are decremented immediately after the call has been completed and do not utilize batch-type processing that can pose potential fraudulent activities by inmates. When the inmate places a debit call, the inmate's account is locked to prevent other transactions from accessing the available credit until the call has been completed and the account is reconciled.

Real-time Call Rating

Each debit call is rated using data derived from current Bellcore V&H data to ensure accurate costing and accounting for each call. Collect calls can also be rated if required to provide enhanced metering functions or accounting reports.

Inmate Debit Accounts

The debit system promotes ease of maintenance and tracking of inmate account transactions. The system facilitates real-time auditing and reporting methods for timely tracking of account transactions. Users can easily maintain, on-line, any transactions affecting an inmate account for the duration of inmate incarceration.

Each inmate transaction is applied (posted) instantly to the inmate's account and the inmate subledger, resulting in the inmate's account balance being up-to-date. The inmate subledger contains all inmate actions and can be viewed on-line from a screen or printed in reports. Inmate funds are collectively stored in an inmate account type (the default account type is 'INMATE'). In addition to the default account type, other account types may be established to contain funds and allow only certain types of inmate transactions to occur, such as: victim restitution payments or, phone calls. Funds may be transferred, for an inmate, to other inmate account types as necessary.

Each transaction posted to an inmate's account contains sufficient information to support the transaction under review at any time in the future. While reconciliation reports of posted transactions are produced as part of the processing, they can be reproduced at any time. Summaries of the transactions and inmate account balances are always available. All reports are table based and can be regenerated at any time. In addition, the Inmate Calling System supports an audit file transaction history which gives details of changes to any table in the system with 'before' and 'after' conditions, and date, time, terminal and the operator making the changes.

In the event of a refund, the Inmate Calling System has the ability to refund telephone call charges directly to the inmate's account. The Inmate Refund Screen (similar to the adjustments screen) will be provided, and is limited to the Refund transaction type, with subtypes indicating whether the call was local or long distance. The Inmate Calling System

other changes made to the system software.

Bell Atlantic Response: Software enhancement requests will be given to the local Service Administrator who will complete a Change Request Form. This form will be forwarded to T-NETIX where it will be evaluated by the Vice President of Operations and reviewed by T-NETIX' Product Review Board and Bell Atlantic. Should the enhancement be implemented, the enhancement would be installed at no charge to the DOC, unless the enhancement fell outside the terms of the RFR and/or contract. In such a scenario, Bell Atlantic would charge the DOC on a time and materials basis to develop and implement the enhancement.

- 5.6.15 The Bidder must provide software enhancements/upgrades to the proposed Inmate Calling System, other than those specifically requested by the DOC, at no additional cost. The installed Inmate Calling System must always be at the latest general release of the system software including operating systems for the system administration or system reporting terminals/PCs. Beta and Field Tested Software must not be provided unless specifically approved by the DOC. Prior to any software upgrades or enhancements, the Bidder shall discuss the software benefits with the DOC and proceed only after DOC approval.

Bell Atlantic Response: The Bell Atlantic Team will provide software enhancements/upgrades to the proposed Inmate Calling System, other than those specifically requested by the DOC, at no additional cost. The installed Inmate Calling System will always be at the latest general release of the system software including operating systems for the system administration or system reporting terminals/PCs. Beta and Field Tested Software will not be provided unless specifically approved by the DOC. Prior to any software upgrades or enhancements, The Bell Atlantic Team will discuss the software benefits with the DOC and proceed only after DOC approval.

Fraud Detection

- 5.6.16 The Bidder must describe, in its response, all detection and prevention capabilities related to fraudulent, illicit or unauthorized activity available on the proposed Inmate Calling System.

Bell Atlantic Response: The Commonwealth will bear no responsibility for fraudulent calls. The Bell Atlantic Team will not hold the Commonwealth accountable for fraud or fraudulent calls originated from the inmate telephones.

In the first quarter of 1993 Bell Atlantic opened a new Toll Fraud Prevention Center. The center is currently investigating calling card fraud, billed to third number fraud, collect fraud, and direct dialed fraud.

The Toll Fraud Prevention Center is opened 24 hours a day, 365 days a year and is staffed by 60 investigators. The Center provides carriers and consumers with a single

point of contact within Bell Atlantic. The three systems currently in use are SHAMUS, which monitors our validation database (LIDB) for fraudulent O+ activities, FASTDB which uses our billing system to detect fraudulent activities and the latest system FOXGUARD which thresholds on direct dialed activities and then acts on this information.

Bell Atlantic is consistently pro-active in preventing fraud from inmate service. New enhancements to the fraud detection system will allow us to profile customers and accounts in order to detect fraudulent calling sooner, therefore limiting the amount of fraud.

In addition to the Toll Fraud Prevention Center, Bell Atlantic has established within the Public and Operator Services line of business and internal Fraud Mitigation Group which supports inmate services. This group not only investigates, resolves and prevents fraud but also trains maintenance center, field and department of correction personnel in the detection, identification, and resolution of fraud. As an example, the State of Maryland Department of Corrections is currently working in conjunction with Bell Atlantic on a Strategic Planning Task Force concerning security threat groups activities.

Bell Atlantic will not hold the Commonwealth accountable for uncollected revenues. Revenue not collected from the billed party will not be subtracted from gross revenues used to determine the commission amount.

Bell Atlantic's subcontractor, T-NETIX, has several methods of detection and prevention in its Inmate Calling System. EDD (Extra Dialed Digits), Security Access Control, and Strike Three!™ 3-Way fraud prevention, are just a few of the features that prevent illicit or unauthorized activities by inmates. As an option, T-NETIX also has PIN-LOCK™ Speaker Verification Service.

EDD (Extra Dialed Digits): The Inmate Calling System proposed by the Bell Atlantic Team incorporates several methods of detecting and preventing a second dial tone when the called party hangs up. The platform uses battery, dial tone, DTMF, and hook flash detection, to prevent chain dialing fraud. The call control platform also provides the ability to enable or disable the extra dialed digits feature, as well as to adjust the threshold of declaring an EDD event, and terminating the call/call attempt. Additionally, specific numbers on the special number list or specific inmate permit list can be limited. The EDD feature provides extra protection against chain dialing fraud.

Secure Access: T-NETIX offers a six level password protection feature on its Inmate Calling System. All host processor control and administrative functions are protected by hardware and software security systems. Access to the system is controlled by a six level security system. This allows multiple users to access only functions that correspond to their particular security level. Remote access via

modem is secured by several layers of password protection, along with a proprietary communications protocol. These measures provide maximum protection from unauthorized access.

3-Way Fraud Prevention: T-NETIX' is the patent holder for Strike Three!TM 3-way call prevention for fraud protection in the inmate telephone industry. This technology will detect hook flash initiated 3-way calls along with detecting the momentary loss of line battery that is inherent in 3-way calls initiated within the same central office as the originating call. Using both of these detection methods concurrently produces a highly accurate detection process. This detection is accomplished in real-time and is active from the beginning of the call, when the call is connected, to the termination of the call. Unlike others in the marketplace whose attempt to monitor 3-way calls do not start until after the call is accepted.

T-NETIX is currently in the process of enhancing its capability with new 3-way detection algorithms. This new technology has been submitted and has a patent pending with the US Patent Office, which therefore precludes T-NETIX from outlining the specific technology in this bid. T-NETIX will provide this information once clearance is obtained from the US Patent Office. Complete technical details on our current 3-way technology are described in our U.S. patents 5,319,702 and 5,539,812. Actual independent test results have confirmed the detection accuracy to be greater than 93% for "hook flash" created 3-way events. Any detection of a true 3-way event will cause the call to be immediately disconnected.

- 5.6.17 The Bidder must identify, in its response, specific activities the proposed system capabilities shall detect and/or prevent. The Bidder must also identify, in its response, possible methods inmates may use to circumvent these capabilities.

The Bell Atlantic Team's proposed Inmate Calling System employs the industry's leading Answer Detection System. The system utilizes hybrid battery detection, integrated electronic diagnostics, advanced software algorithms, and voice recognition processes that have been perfected from years of research. It cannot be fooled by standard or irregular busy signals, standard or irregular ring signals, answering machines, cellular telephones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc.

The Inmate Calling System constantly monitors the hook switch of the inmate telephone. If the hook switch is depressed at any time, internal dial tone will reappear, preventing secondary dial tone. This prevents hook switch manipulation for fraudulent purposes. If a seventh DTMF digit is entered after call acceptance, the call will be terminated.

The Inmate Calling System incorporates several methods of detecting and preventing a second dial tone when the called party hangs up. The platform uses